STUDENT SERVICES

The Student Services program at Three Rivers supports the instructional program, responds to student needs and fosters student development. Services include entry services, support services and student transition services.

Entry services assist students in obtaining access to the college. Support services include personal, educational and developmental support while students are enrolled at Three Rivers. Transition services assist students in moving from Three Rivers to senior colleges and universities or to employment.

Offices are located in the Westover Administration Classroom Building and include Enrollment Services, Registrar, Disability Services, Financial Aid, the Welcome Center, and the Dean of Student Services. The Housing Department is located at Rivers Ridge Apartments.

ACHIEVE

ACHIEVE is committed to helping eligible students to be successful in college, to graduate, and to complete a college degree. This is accomplished by providing direct, individualized support services to enhance each participant's college success.

- Career Assessment
- Career Counseling
- Study Skills Seminars
- Peer Mentors
- Tutoring
- Computer Use Assistance
- Transfer Assistance
- Campus Visits
- Financial Aid Assistance
- Motivational Library

Who Can Participate?

ACHIEVE is funded through the US Department of Education and provides free services to eligible students. Eligibility is based on one or more of the following factors:

- **Low Income:** Taxable income that does not exceed levels set by the Federal Government regulation and/or
- **First Generation Student:** Neither parent graduated from a four-year college or university or
- **Disabled:** Learning disability or physical disabilities (All disabilities must be documented.)

The ACHIEVE Office can be reached at 573-840-9650 and is located on the second floor of the Academic Resource Commons.

Activities

College activities are designed to assist students in developing culturally, socially and educationally. The college schedules a variety of events throughout the year. Bowling, skating, films, concerts, exhibits, plays, intramural sports and varsity athletics may be included on the calendar of events. Students will be admitted to college events and home varsity games upon presentation of student ID cards.

Advising

Each student is assigned a member of the faculty as an advisor. Advisors assist students in planning their educational programs and in selecting specific courses each semester. When students change programs or need to change advisors for other reasons, they may request the appointment of another advisor from Welcome Center. Advisors also assist students in exploring educational and occupational opportunities, establishing objectives, identifying strengths and interests and resolving concerns and difficulties. Advisors’ offices locations can be found in the faculty/staff directory at trcc.edu.

Athletics

Three Rivers is the “Home of the Raiders.” Varsity sports for men include basketball, baseball, and rodeo. Women’s varsity sports include basketball, softball, and rodeo.

The men’s basketball team has brought special honor and recognition to the college. The Raiders have competed in the NJCAA National Basketball Tournament several times since 1971. The Raiders were national champions in 1979 and again in 1992. The women’s basketball team has been to the NJCAA National Basketball Tournament twice and finished 5th in the nation during 2004. In 2006, Gene Bess, who has been the Raiders head coach for 37 years, reached his 1,000th collegiate career victory.

Three Rivers is also the home of the Raider Cheer Team, who are the “Spirit” athletes for the men’s basketball program and other athletics when schedules permit.

All students are eligible to participate in the intramural sports program of the college. Some of the sports offered include volleyball, basketball and table tennis.

Campus Organizations

A variety of student organizations are available at Three Rivers. Activities are designed to assist students in developing culturally, socially and educationally. Visit
https://www.trcc.edu/campuslife/organizations.php for a list of and more information on campus organizations.

**College Store**

Website: [http://collegestore.trcc.edu](http://collegestore.trcc.edu)
Email: collegestore@trcc.edu
Phone: 573-840-9610
Hours: 8:00 am to 5:00 pm Monday-Friday
Text: Text the word book to 313131 to receive important information available only for our texting customers.

Answers to the most frequently asked questions are available on our College Store website listed above; you must read all of the information listed on the tab on our website labeled Critical Information You Must Read. The College Store is located in the Bess Student Center on the campus of Three Rivers College in Poplar Bluff.

You will need your printed class schedule and your Raider OneCard or a picture ID to pick up your textbooks. Those classes that require rental books charge a $40.00 fee per book at the time of registration. It is the responsibility of the student to checkout all required rental books through our cash register at the appropriate location. Poplar Bluff, Sikeston, Dexter, Kennett, and Malden stock textbooks for courses taught at those locations. If you are taking a web class, visit our College Store website for possible pick up locations based on where you are currently living. You can order textbooks online at the College Store website above.

**Conduct**

Every student who enrolls at Three Rivers obligates him/herself to accept and observe the rules and regulations formulated by the college. Students subject to disciplinary action are entitled to a hearing before the Discipline Committee, if requested, with final appeal to the College President. In cases of suspension, disciplinary action taken by the college against the student will become part of the permanent record of that student. Copies of the disciplinary procedures are available in the Library and in the Office of the Dean of Student Services.

**Delinquent Accounts**

A student will not receive transcripts or be allowed to register for the following semester unless all financial obligations and admissions requirements to the college have been met.

**Disability Services**

Students with disabilities are encouraged to apply for admission and contact the Coordinator of Disability Services as early as possible. Accommodations relevant to an individual student’s disability are arranged through the Office of Disability Services, 573-840-9608 which is located on the first floor of the Westover Administration Classroom Building. [https://www.trcc.edu/studentsuccess/disability.php](https://www.trcc.edu/studentsuccess/disability.php)

**Dress**

Three Rivers College does not have a dress code, however, the 1994-95 Student Senate and the Student Services Committee have adopted the following statement concerning dress: “An educated person should recognize what is appropriate attire for a particular occasion. Students are expected to conform to the usually accepted social dress of the student community. Students are expected to be fully clothed, including shirts and footwear, except shower shoes and thongs. Extreme deviations from normal student dress will be referred to the Dean of Student Services.”

**Drug Abuse/Prevention**

Three Rivers prohibits the unlawful possession, use or distribution of drugs and alcohol by students and employees on its property or as any part of its institutional activity. Health risks associated with the use of illicit drugs and the abuse of alcohol range from temporary disorientation to permanent organ damage or death. The college will impose sanctions on students and employees, up to and including expulsion from college or termination of employment, and referral for prosecution for violations of the college standards of conduct. Legal sanctions under local, state and federal law for unlawful possession, use or distribution of illicit drugs and the abuse of alcohol extend up to seven years in prison and/or a $10,000 fine for a Class A Felony. Information concerning treatment programs is available at the Student Services Office.

**Emergency Health Services**

The Dean of Student Services should be notified if any student requires emergency health care. If a person is seriously injured or becomes ill on campus, the community assistance 911 number should be called immediately. Whether or not it is an emergency, an incident report should be filed in all cases of injury and emergency. The SRO (School Resource Officer) can be reach at 573-718-0108.

If emergency transportation and treatment at a health care facility are necessary, all costs are the responsibility of the person who is transported.

**Emergency Phone Messages**

Students may not receive phone calls at the college! In the event of an emergency, a student will be contacted in class to return a phone call. The caller will be asked the nature of the emergency in order for the college to determine if the call warrants a student being removed from class.
Emergency Procedures
In case of fire, or upon the sounding of the audible evacuation warning, students and faculty should evacuate the buildings by way of the nearest exit or as instructed on the posted evacuation routes on each floor/room and immediately proceed to the designated assembly area.

In the event of severe weather or the sounding of the audible tornado warning, students and faculty should move to the most inner portion of the building on the lowest level away from windows.

In the event of violence occurring on campus, or upon the sounding of the “lockdown” alarm, students and faculty should secure and shelter in place until notified by Police or the sounding of an all clear notice.

For complete listing of emergency procedures, please visit http://www.trcc.edu/forms/police/emergencyactionplan.pdf

Fitness Center
The Ben and Martha Bidewell Fitness Center, located in the Bess Student Center, offers 2,250 square feet of exercise space and more than 40 exercise machines. Students must be enrolled in an appropriate physical education class or sign a waiver to use the facility as needed if they are not seeking credit.

Food and Drink
Students are asked to observe the signs that indicate where food and drinks are allowed on campus.

Housing
Campus housing is provided through Rivers Ridge Apartments. For more information, call 573-840-9106.

Immunizations
The Missouri Department of Health has recommended that all incoming freshmen receive measles vaccine. This applies to all freshmen, regardless of age, unless they have had a documented case of measles or received two doses of measles vaccine after their first birthday. Please contact the Department of Health in your county for more information.

Inclement Weather
Although it is the intention of Three Rivers to remain open except during regularly scheduled holidays, there may be times when the college is forced to close because of inclement weather. Announcements of closings are made on the college website, social media platforms (i.e., Facebook, Twitter), robo call system, student/staff email, and on local television and radio stations. Announcements will be made only if classes are cancelled. No announcement means that the college is open.

Insurance
The college does not provide an insurance program (accident, hospitalization or health insurance) for students. Students who want coverage are encouraged to secure insurance with a reputable company or maintain protection as part of a family plan while enrolled.

Late for Class
If the instructor does not appear within 10 minutes after the time scheduled for the beginning of class, one of the students should report this fact to the office of the Vice President for Academic and Student Services. The Vice President for Academic and Student Services will notify students if the class is to be dismissed.

Lost and Found
Items found should be taken to the Welcome Center to await owner identification.

Meal Plan Card
Website: http://collegestore.trcc.edu
Email: collegestore@trcc.edu
Phone College Store: 573-840-9610
Hours: College Store: 8:00 am to 5:00 pm, Monday-Friday
Text: Text the word book to 313131 to receive important information available only for our texting customers.
Purchase: Purchase at The College Store with your excess Pell and loan financial aid funds, cash, credit card, or check.
Accepted: Select merchants off campus in Poplar Bluff, Sikeston, Dexter, Kennett, and Malden. List of current merchants accepting the Meal Plan Card is available at The College Store and on The College Store website.
Amounts: $300, $400, $500, $600, $700, $800, $900, $1000, $1100, and $1200. You can add addition value to your Meal Plan Card in $100 increments during the financial aid charging period in person or by emailing The College Store.
Refund: At the end of the semester, we can refund any balance still remaining on your Meal Plan Card to your Three Rivers College account.

Name or Address Changes
All name and address changes should be reported as soon as possible to the Registrar’s Office.
New Student Orientation
New Student Orientation is a 1 credit hour course required of all first time college students. Orientation provides students with the opportunity to become familiar with services offered by the college, facilities, and college requirements and technology. Students are introduced to college personnel during orientation and will become acquainted with other members of the freshman class.

Outcomes Assessment
Three Rivers remains committed to maintaining the quality of its educational programs. Three Rivers regularly assesses student achievement, both in general academic skills and abilities and within selected majors. All students who are anticipating completion of certificates, A.A., A.S., A.A.T. or A.A.S. degree requirements participate in outcomes assessment.

Parking Regulations
- All vehicles operated on campus must be registered in the Office of Student Accounts.
- Each car operated on campus must have a parking permit (sticker) affixed to the passenger side windshield; there is no charge for the parking permit.
- Handicapped students must obtain a special permit from the Office of Student Accounts for the areas designated for handicapped parking at no extra cost; state guidelines are followed for these permits.
- From 7 a.m. until 5 p.m., Monday through Friday, the lot behind and at the end of the Academic Resources Commons is reserved accessible and visitor parking. The lots adjacent to the E.K. Porter Distance Learning Center are reserved for use by college employees.
- The Dean of Student Services is authorized to enforce parking regulations, and all appeals must be made to that office, located in A103 of the Westover Administration Classroom building.
- Fines for parking violations are as follows:
  - 101 - Student parked in Visitor or Faculty/Staff parking $25
  - 102 - Unauthorized parking while college is closed (minimum 48hrs) $25
  - 103 - Entering area restricted from vehicle travel $25
  - 104 - Failure to obey traffic control signs $50
  - 105 - Vehicle unsafe or disruptive operation $50
  - 106 - Unauthorized use, counterfeited, altering, defacing permit $50
  - 107 - Parking on/over line $25
  - 108 - Parking by a yellow curb, line, crossed out area $25
  - 109 - Parking in driveway, sidewalk, lawn, loading zones, fire lanes, no parking $50
  - 110 - Parking in handicapped or crossed out section next to handicapped parking $50
  - 112 - Parking in visitor without registering $25

Students of Three Rivers are permitted to use parking facilities as a matter of privilege, not of right. Three Rivers retains the authority to assign and regulate parking areas and to maintain the obligation to make parking as convenient and safe as possible for our students and employees. With this mission in mind, Three Rivers will, at the discretion of the college administration, conduct patrols and examine vehicles that are deemed a security or health hazard to our students or to the purposes of Three Rivers.

Posting/Distributing Materials on Campus
Students and organizations may post/distribute materials on campus after obtaining content/design approval from the Communications Department. External postings must get approval of content/design through the Dean of Student Services.

Smoke-Free Campus
All college buildings are smoke-free. The use of tobacco products is prohibited inside and around the front doors of all buildings on the Three Rivers campus. Smoking is only allowed in designated/marketed areas.

Student Center
The Bess Student Center is equipped with The Bread Company Plus, The College Store, lounge areas, a game room and television area. The College Fitness Center and Conference Room are also located in the Bess Student Center.

Student Plans
Student Plans are available for students to assist with course selection for degree or certificate completion. The student plan lists all courses completed by the student and identifies the courses needed to complete a specific degree or certificate. Students may view their student plan audits at any time on myTRCC and will confer with their faculty advisor for registration in courses that complete their degree.
Testing

Placement tests for new students are given regularly, and scheduled by Testing Services. Students may also schedule an exam online at trcc.edu/testing. The College Level Examination Program (CLEP) tests are also administered at the college. Students may earn a maximum of 25% of their degree program by successfully completing the CLEP tests. The HiSET (formerly known as GED) is given on a monthly basis at Three Rivers. Adults may qualify for admission to the college upon successful completion of the HiSET test. The MoGEA Test is available to education majors and is given regularly throughout the year and scheduled by Testing Services.

Testing Services

The Three Rivers Testing Services provides most of the assessment support for Three Rivers. Specifically, these services include:

- the ACCUPLACER Examination required for appropriate placement into math and English courses.
- the HiSET exam.
- aptitude screening and entrance examinations required by specific career programs.
- the Test of Essential Academic Skills V for Allied Health (TEAS V for AH): a computer based exam that is required for admission into the Medical Laboratory Technology (MLT), Surgical Technology, and Paramedic programs.
- computer-based subject CLEP examinations.
- Nursing and allied health entrance exams.
- a Teacher Preparation Program Admittance Exam.
- High stakes certification exams.
- Correspondence Testing: students attending other colleges needing a proctored exam administered may do so through Testing Services web page, www.trcc.edu/testing. A proctoring per test is required for each test.

The Testing Services office is located in the Westover Administration Building, room 102 and may be reached at 573-840-9667.

Unattended Children

Students are not permitted to bring children of any age to class, nor should children be left unattended in the halls, offices, ARC or the Bess Student Center. The college does not accept responsibility for the welfare of unattended children.